

## AMENDMENTS TO THE CLAIMS

Please amend the claims of the present application as set forth below.

No claims are cancelled.

5 No claims are added.

Claims 10-13 are amended.

Claims 1-42 are pending as follows:

1. (Previously presented) A method, comprising:  
10 receiving an alert for a user from one of multiple alert sources;  
mapping the alert to a delivery mode; and  
transmitting the alert to the user according to the delivery mode.
2. (Original) The method as recited in claim 1, wherein mapping the alert  
15 further comprises mapping the alert according to the source of the alert.
3. (Original) The method as recited in claim 1, wherein mapping the alert  
further comprises mapping the alert according to alert content.

4. (Original) The method as recited in claim 1, wherein the delivery mode specifies a delivery method used to deliver the alert and wherein the transmitting further comprises transmitting the alert to the user via the delivery method indicated in the delivery mode.

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5. (Original) The method as recited in claim 1, wherein the delivery mode specifies a delivery action that indicates a delivery method to be used to deliver the alert and whether an acknowledgement to the alert should be expected, and the method further comprises waiting for an acknowledgement to the alert if the  
10 delivery mode indicates that an acknowledgement to the alert should be expected.

6. (Original) The method as recited in claim 5, wherein the delivery action specifies a time period to wait for an acknowledgement if an acknowledgement  
15 to the alert is expected, and wherein the waiting further comprises waiting the specified time period for an acknowledgement to the alert.

7. (Original) The method as recited in claim 1, wherein:

the delivery mode further specifies a first delivery method used to deliver the alert;

the delivery mode further specifies a second delivery method used to  
5 deliver the alert; and

the transmitting further comprises transmitting the alert to the user via the first delivery method and the second delivery method as indicated by the delivery mode.

10 8. (Original) The method as recited in claim 1, wherein the mapping further comprises:

defining one or more categories of alerts;

assigning a delivery mode to each category; and

categorizing the alert, thereby mapping the alert to the delivery mode of  
15 the category.

9. (Original) The method as recited in claim 8, further comprising assigning a priority to each category, and wherein the assigning a delivery mode further comprises assigning a delivery mode to a category based on the priority  
20 assigned to the category.

10. (Currently amended) The method as recited in claim 1, wherein:

mapping the alert to the delivery mode further comprises:

mapping the alert to a primary delivery block specifying at least  
onea first delivery action, and a secondary delivery block specifying at  
5 least onea second delivery action; and

~~the mapping the alert to a delivery mode further comprises mapping the~~  
~~alert to the delivery action specified in the primary delivery block and~~  
~~mapping the alert to the delivery action specified in the secondary delivery~~  
~~btransmitting the alert to the user according to the delivery mode further~~

10 comprises:

transmitting the alert to the user according to the first delivery  
action; and

transmitting the alert to the user according to the second delivery  
action ~~specified in the secondary delivery block if transmitting the alert to~~  
15 ~~the user according to the first delivery action specified in the primary~~  
~~delivery block is unsuccessful.~~

11. (Currently amended) The method as recited in claim 10, wherein the first  
and second delivery actions ~~specified in the primary delivery block and the~~  
~~secondary delivery block~~ each indicate a delivery method to be used to deliver  
the alert and whether an acknowledgement to the alert should be expected, and  
5 the method further comprises:

waiting for an acknowledgement to the transmission of the alert  
according to the first delivery action ~~of the primary delivery block~~ if the first  
delivery action ~~of the primary delivery block~~ indicates that an acknowledgement  
to the alert should be expected; and

10 waiting for an acknowledgement to the transmission of the alert  
according to the second delivery action ~~of the secondary delivery block~~ if the  
second delivery action ~~of the secondary delivery block~~ indicates that an  
acknowledgement to the alert should be expected, provided the alert is  
transmitted according to the secondary delivery ~~block~~ action.

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12. (Currently amended) The method as recited in claim 10, wherein:

~~the primary delivery block specifies a first delivery action that indicates first and second a first delivery methods and a second delivery action that indicates a second delivery method; and~~

5       the transmitting the alert to the user according to the second delivery action specified in the ~~secondary delivery block~~ further comprises transmitting the alert to the user according to the second delivery action specified in the ~~secondary delivery block~~ if either the first delivery method indicated in the first delivery action of the ~~primary delivery block~~, or the second delivery method  
10 indicated in the ~~second~~ first delivery action of the ~~primary delivery block~~ fails to result in transmission of the alert to the user.

13. (Currently amended) The method as recited in claim 10, wherein:  
each of the first and second delivery ~~action~~ actions further comprises:

a delivery method to be used to deliver the alert;

whether an acknowledgement to the alert should be expected;

5 a time period to wait for an acknowledgement if an  
acknowledgement to the alert is expected; and

the method further comprises:

waiting for an acknowledgement to the transmission of the alert  
according to the first delivery action ~~of the primary delivery block~~ if the  
10 first delivery action indicates that an acknowledgement to the alert is  
expected; and

waiting for an acknowledgement to the transmission of the alert  
according to the second delivery action ~~of the secondary delivery block~~ if  
the second delivery action indicates that an acknowledgement to the  
15 alert is expected, provided that the alert was transmitted according to the  
secondary delivery ~~block~~ action.

14. (Original) The method as recited in claim 10, wherein the primary delivery block and the secondary delivery block each specify a first delivery action that indicates a first delivery method to be used to deliver the alert and whether an acknowledgement to the alert should be expected, and a second  
5 delivery action that indicates a second delivery method to be used to deliver the alert and whether an acknowledgement to the alert should be expected, the method further comprising:

waiting for an acknowledgement to the transmission of the alert according to each delivery action of the primary delivery block that indicates  
10 that an acknowledgement to the alert should be expected; and

waiting for an acknowledgement to the transmission of the alert according to each delivery action of the secondary delivery block that indicates that an acknowledgement to the alert should be expected, provided the alert is transmitted according to the delivery actions of the secondary delivery block.  
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15. (Original) The method as recited in claim 14, wherein each delivery action that indicates to wait for an acknowledgement specifies a time period to wait for an acknowledgement, and wherein waiting for an acknowledgement further comprises waiting the specified time period for an acknowledgement.  
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16. (Original) A centralized alert delivery system, comprising:  
an input/output (I/O) module configured to receive alerts from multiple alert sources;  
a mapping module configured to map an alert to a delivery mode; and  
5 a communications layer that interfaces to one or more communications modules, the communications layer being configured to receive the mapped alert and deliver the alert via a communications module according to the delivery mode associated with the alert.
- 10 17. (Original) The centralized alert delivery system as recited in claim 16, wherein the mapping module is further configured to map the alert according to the source of the alert.
18. (Original) The centralized alert delivery system as recited in claim 16,  
15 wherein the alert further comprises content, and wherein the mapping module is further configured to map the alert according to the content of the alert.
19. (Original) The centralized alert delivery system as recited in claim 16, wherein the delivery mode specifies a delivery action that indicates a delivery  
20 method by which an alert associated with the delivery mode is transmitted.

20. (Original) The centralized alert delivery system as recited in claim 19, wherein the delivery method is chosen from one of the following delivery methods: e-mail, instant messaging, SMS (short message service) messaging.

5 21. (Original) The centralized alert delivery system as recited in claim 16, wherein the delivery mode further comprises one or more delivery blocks, each delivery block including one or more delivery actions, each delivery action specifying:

a delivery method by which an alert associated with the delivery mode is  
10 transmitted;

whether an acknowledgement to the alert is expected; and

if an acknowledgement to the alert is expected, a time to wait for the acknowledgement.

15 22. (Original) The centralized alert delivery system as recited in claim 16, wherein the delivery mode further comprises one or more delivery blocks, each delivery block including one or more delivery actions, each delivery action specifying a delivery method by which the associated alert is transmitted and whether an acknowledgement to the transmitted alert is expected.

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23. (Original) The centralized alert delivery system as recited in claim 22, wherein each delivery action that indicates an acknowledgement is expected further specifies a time to wait for the acknowledgement.

5 24. (Original) The centralized alert delivery system as recited in claim 16, wherein:

the delivery mode further comprises a primary delivery block and a secondary delivery block; and

10 the communications layer is further configured to deliver the alert via the one or more communications modules according to a delivery method specified in the primary delivery block and, if delivery according to the primary delivery block fails, to deliver the alert according to a delivery method specified in the secondary delivery block.

25. (Original) The centralized alert delivery system as recited in claim 16, wherein:

the delivery mode further comprises a primary delivery block that includes a first delivery action that specifies a delivery method and a second  
5 delivery action that specifies a delivery method; and

the communications layer is further configured to deliver the alert via the one or more communications modules according to the delivery method specified in the first delivery action and according to the delivery method specified in the second delivery action.

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26. (Original) The centralized alert delivery system as recited in claim 25, wherein:

the delivery mode further comprises a secondary delivery block; and

the communications layer is further configured to delivery the alert via  
15 the one or more communications modules according to a delivery method specified in the secondary delivery block if the delivery of the alert according to either the first delivery action or the second delivery action in the primary delivery block fails.

27. (Previously presented) The centralized alert delivery system as recited in claim 16, further comprising:

a categories module that identifies categories into which an alert may be categorized, wherein each category has an associated delivery mode; and

5 the mapping module is further configured to categorize the alert into a category identified in the categories module thereby associating the alert with the delivery mode of the category.

28. (Original) A computer system, comprising:

10 a processor;

an I/O module;

memory; and

an alert center stored in the memory, the alert center including:

15 a subscription layer configured to receive an alert from an alert source and assign a delivery mode to the alert; and

a communications layer configured to transmit the alert according to a delivery mode assigned to the alert.

29. (Original) The computer system as recited in claim 28, wherein the alert  
20 center is further configured to monitor for an acknowledgement that the alert was successfully delivered.

30. (Original) The computer system as recited in claim 28, wherein the alert center is further configured to monitor for an acknowledgement that the alert was successfully delivered and, if an acknowledgment is not received within a specified time period, assign a backup delivery method to the alert and attempt  
5 to deliver the alert according to the backup delivery method.

31. (Original) The computer system as recited in claim 28, wherein:  
the delivery mode further comprises a primary delivery block having a first delivery action and a second delivery action; and  
10 the communications layer is further configured to transmit the alert according to the first delivery action and the second delivery action of the primary delivery block.

32. (Original) The computer system as recited in claim 31, wherein:  
15 the delivery mode further comprises a primary delivery block having a delivery action and a secondary delivery block having a delivery action; and  
the communications layer is further configured to transmit the alert according to the delivery action of the primary delivery block and, if delivery of the alert according to the primary delivery block fails, to transmit the alert  
20 according to the delivery action of the secondary delivery block.

33. (Original) The computer system as recited in claim 31, wherein:

the delivery action of the primary delivery block is a first delivery action;

the primary delivery block further comprises a second delivery action;

the first delivery action and the second delivery action further comprise a

5 time to wait for an acknowledgement that the alert was received; and

the communications layer is further configured to transmit the alert

according to the delivery action of the secondary delivery block if an

acknowledgement to the transmission of the alert according to the first delivery

action or the second delivery action of the primary delivery block is not received

10 with the time to wait identified by the first delivery action and the second  
delivery action, respectively.

34. (Original) The computer system as recited in claim 28, wherein:

the subscription layer further comprises a categories module that

15 includes one or more categories into which an alert may be categorized, each  
category having a delivery mode associated therewith; and

the subscription layer further comprises a mapping module configured to

categorize an alert received from an alert source, thereby associating the

delivery mode of the category with the alert.

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35. (Previously presented) One or more computer-readable media containing computer-executable instructions that, when executed on a computer, perform the following:

- receiving an alert from one of a plurality of alert sources;
- 5 determining a delivery mode which specifies a delivery method by which the alert should be forwarded to a user; and
- transmitting the alert to the user according to the delivery mode.

36. (Original) The one or more computer-readable media as recited in  
10 claim 35, wherein the determining a primary delivery mode further comprises:

- determining the alert source from which the alert originated;
- identifying a category associated with the alert source; and
- identifying a delivery mode associated with the category.

15 37. (Original) The one or more computer-readable media as recited in claim 35, wherein the transmitting the alert further comprises:

- identifying a delivery action associated with the delivery mode; and
- transmitting the alert according to the delivery action.



38. (Original) The one or more computer-readable media as recited in claim 35, wherein the transmitting the alert further comprises:

identifying a first delivery action associated with the delivery mode;

identifying a second delivery action associated with the delivery mode;

5 and

transmitting the alert according to the first delivery action and the second delivery action.

39. (Original) The one or more computer-readable media as recited in claim 35, wherein:

the delivery mode further comprises a primary delivery block that specifies one or more delivery actions, and a secondary delivery block that specifies one or more delivery actions; and

the transmitting the alert to the user according to the delivery mode further comprises transmitting the alert to the user according to the delivery action of the primary delivery block and, if the transmission fails, transmitting the alert to the user according to the delivery action of the secondary delivery block.

40. (Previously presented) The one or more computer-readable media as recited in claim 39, wherein:

the primary delivery block comprises first and second delivery actions;  
and

5 the transmission of the alert according to the primary delivery block is deemed to fail if the transmission of the alert according to the first or second delivery actions fails.

41. (Previously presented) The one or more computer-readable media as  
10 recited in claim 39, wherein:

the primary delivery block comprises first and second delivery actions;  
and

the transmission of the alert according to the primary delivery block is deemed to fail if the transmission of the alert according to both the first and  
15 second delivery actions fails.

42. (Original) The one or more computer-readable media as recited in claim 35, further comprising monitoring for an acknowledgement that the alert was successfully received by the user.

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